



Department  
for Transport

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# Door to Door Action Plan

## Progress Report December 2014

**Door to Door** is endorsed by the following organisations:

- Association of Train Operating Companies
- Bicycle Association
- Campaign for Better Transport
- Carplus
- Confederation for Passenger Transport
- Cycle Rail Working Group
- Go-Ahead
- Living Streets
- Network Rail
- Passenger Focus
- Passenger Transport Executive Group
- PLUSBUS
- Sustrans
- Transport for London

December 2014

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## Endorsement

The following organisations are members of an expert group that have helped support delivery of the actions included in this progress report. We would like to thank them for endorsing the principles of this Action Plan and giving up their time to support the door-to-door agenda.



ASSOCIATION OF TRAIN OPERATING COMPANIES



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# Foreword

The Government's Door to Door Strategy (March 2013) has been crucial in driving home the importance of improving integration between different modes of sustainable transport. We continue to remain committed to the aims and objectives of the strategy so I am delighted that we are able to launch a third Action Plan which identifies progress against the commitments we made in the strategy more than 20 months ago.

If we want people to be able to make their door-to-door journeys healthier and greener then we need to give travellers realistic choices. This means that journeys by public transport, by bike or on foot, must be straightforward and well connected. And this means that transport providers must consider the whole journey and not just the individual segments that make up that journey.

Partnership working is key to making this happen. A typical door-to-door will be cross-modal and so we need transport providers and local authorities to work together. We need them to be bold and ambitious if we are going to see our vision for seamless door-to-door journeys become a reality.

The Door-to-Door Strategy and subsequent Action Plans have been a great example of how different organisations can work together towards a single goal. I would like to thank those who are helping drive forward improvements and to our expert group for their continued support. There is still more to be done but I am pleased to be able to report that there have been real improvements around information provision, smart ticketing, and transport facilities since the launch of the strategy. Let's keep this good work going.



**Baroness Kramer MP**

Minister of State for Transport

# Executive summary

1. When people travel, we want them to get from door-to-door with a smaller environmental footprint, and that means using sustainable means wherever possible. To facilitate this, we published the Door to Door Strategy<sup>1</sup> on 14 March 2013.
2. A shift towards greener travel will help ease congestion on our roads, support economic growth, and lead to healthier lifestyles. That is why the strategy aims to better integrate journeys made by public transport, cycling or walking and encourage less private car ownership. Although we recognise that for some journeys the car is the best option and therefore support pay-as-you-go car use such as car clubs.
3. The typical door-to-door journey will include more than one mode of transport. So we need to consider the whole journey, and not the individual segments that make up that journey in isolation. We need to consider how each part of the journey connects, and how to better integrate those parts.
4. Initial research identified four core areas that, if improved, will make it easier and more convenient for people to make their whole journey by sustainable transport modes. We dedicated a chapter to each of these core areas in the strategy and included a statement of our long term vision:
  - Improving the quality and availability of information – we want correct, reliable and understandable journey information to be available to people as and when they need it;
  - Making smart and integrated ticketing the norm – we will use smart technology to deliver seamless door-to-door journeys, making it easier to use public transport;
  - Improving connections at every stage of the journey – we want reliable connections between different types of transport and to give travelers the confidence to make multi-modal journeys; and
  - Enhancing transport facilities – we want transport facilities to be safe, comfortable and easily accessible, so they meet the needs of passengers.
5. The strategy has been well received by transport providers and local authorities. It is recognised that what we are trying to achieve has much wider benefits and can help boost economic growth whilst protecting the environment, supporting society and giving a good deal for the traveller.

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<sup>1</sup> <https://www.gov.uk/government/publications/door-to-door-strategy>

6. The economic benefits are of particular importance and improved door-to-door journeys are important in facilitating this. Better connections will mean more people will have access to a broader range of retail goods and services, enabling greater choice and higher spend. It will become easier for people to travel further afield giving greater work opportunities for the community and the supply of labour to the employer. And shorter commuter trips could increase leisure time, which helps to improve wellbeing and, in turn, productivity at work. By making journey connections by sustainable transport simple, timely and affordable, commuter trips can be quicker and dependable.
7. If we better link our businesses and markets and ensure public transport journeys are fast and reliable we can help people and goods travel more quickly, opening up new destinations. And this can bring businesses closer to each other as well as opening up greater job opportunities for workers.
8. The Department made a commitment to monitor and report on progress against the commitments in the strategy at regular intervals. This is the third Action Plan identifying where there have been developments since the publication of the strategy. Earlier Action Plans<sup>2</sup>, published in December 2013 and July 2014, are available to read on the Department for Transport website.
9. Many of the developments have been completed in conjunction with transport providers and other stakeholders and we would like to thank them for supporting delivery of these actions. There is still much to be done to meet the visions outlined in the strategy, but by exploiting new technologies, continued cooperation and partnership working, and taking advantage of new opportunities, more can still be done to deliver our ambitions.

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<sup>2</sup> <https://www.gov.uk/government/publications/door-to-door-action-plan>

# 1. Travel information

**1.1 We want correct, reliable and understandable journey information to be available to people as and when they need it.** We will help to deliver this through:

- Enabling all travel data to be shared openly so that passengers can get the information they need in the way that they want it;
- Building on our investment in Transport Direct;
- Working with market leaders to develop new channels for travel information.

## Data sharing

Action	Progress
<p><b>1.2</b> We are funding a programme to modify the 66 Customer Information Systems which run the on-station arrival/departure screens to use Darwin (real time information system) as a source of up-to-date train running information.</p>	<p>We are funding a programme to improve passenger information by providing all station Customer Information Systems with a real time feed from Darwin; National Rail Enquiries' real time information system.</p> <p>The programme covers all Train Operating Companies and systems, which brings together 66 separate information systems across the country.</p> <p>7 train operating companies (Virgin, Chiltern, c2c, Northern, East Coast, Southeastern, and Greater Anglia) and Euston station are connected and using live real time information through Darwin with more to be connected early in 2015. The on-train information feed element of the programme is in design stage with an initial trial planned with Hull Trains due to start in January 2015.</p>
<p><b>1.3</b> Building on our Open Data Strategy, we are considering how to work with information owners to remove restrictions on commercial use of data so that it can be more readily shared.</p>	<p>The Department for Transport continues to oversee the family of data and journey planning standards and protocols that are maintained by the Department. The Department will continue to publish data and work with the transport information community to promote and enable accurate, accessible transport information services. It will work with the market to manage functionality (notably accessibility) that was available on</p>

<p><b>1.4</b> We will review the relationships between the various journey planning services offered and seek to make these more effective, more efficient and where possible to share their data and access to the services provided.</p>	<p>Transport Direct to ensure this is taken up across market leading services.</p> <p>The Department will continue to publish transport data on <a href="http://www.data.gov.uk">www.data.gov.uk</a> and encourage data availability’.</p>
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## Promotion and development of Transport Direct

<b>Action</b>	<b>Progress</b>
<p><b>1.5</b> We will continue to promote our Transport Direct online service which enables cross-modal journey planning across Great Britain as well as raising awareness of related services such as Traveline.</p> <p><b>1.6</b> We will continue to develop the functionality of Transport Direct and promote active transport.</p> <p><b>1.7</b> We will consider the legacy implications of the Olympic Journey Planner, in particular around providing enhanced information through Transport Direct about accessible travel options for disabled travellers.</p> <p><b>1.8</b> We will look at different ways of prioritising choice on Transport Direct including by cost, emissions, fewest changes or least crowded as well as by fastest journey.</p> <p><b>1.9</b> We will investigate integrating Travel Demand Management rules into Transport Direct, as well as considering cloud computing</p>	<p>The Department for Transport has reviewed Transport Direct and found that equivalent travel information services are now widely available online from several other sources. As a result, Transport Direct closed on 30 September 2014.</p> <p>In 2004 the Transport Direct website was the only national door to door journey planner for Great Britain. Since then, it has served more than 160 million travel information requests, as well as helping spectators plan their routes to the London 2012 Olympic Games.</p> <p>In the past few years, the government has worked with transport operators to make timetable data freely available to web developers. With the recent launch of several new datasets, a number of planners and travel information websites have entered the market which can now provide people with the travel information they require.</p> <p>The one key area of functionality that is not currently available in the market is national accessible journey planning. However, we have ascertained that a number of services are in the course of development. One of these, from Traveline South East, uses the same data and functionality as Transport Direct. We also understand that Transport for London and Traveline plan to launch GB-wide accessible planning options soon.</p> <p>Government will revert to its more conventional role of overseeing, rather than intervening in, the travel information market. The Department will retain some services that are contracted and</p>

and further improvements around timetables, bookings and integrating smart ticketing data.	maintained, notably the National Public Transport Access Nodes (NaPTAN) database, the National Coach Services Database (NCSD) and the National Public Transport Gazetteer (NPTG).
<b>1.10</b> We are working with the Journey Solutions Partnership to improve the information available online about PLUSBUS, an integrated rail and bus ticket.	<p>PLUSBUS data continues to be incorporated into the NaPTAN database that is used by many public transport journey planning systems.</p> <p>The c2c website is a train operators system that now gives rail commuters the opportunity to renew both their rail season ticket and PLUSBUS season ticket online. A number of train operators already offer this functionality.</p> <p>PLUSBUS has also updated the functionality of their online interactive travel zone maps, so that they are now fully operational on i-phone and android smartphones.</p>

## New channels of travel information

Action	Progress
<b>1.11</b> We will work with the newly launched Transport Systems-Catapult Centre to develop new applications that will provide consistent, comprehensive and easily accessible information.	The Transport Systems-Catapult Centre has been developing the overarching framework for the Customer Experience Programme. This is a series of linked projects with multiple interest and applications that enable better cross modal interaction. This includes real-time information, in-journey information and disruption management, journey planning, modal integration, and ticketing fares and collection. Working with the leading thinkers within the industry has helped to crystallise the shape of the Programme. DfT continues to sit on the steering group and oversee progress.
<b>1.12</b> We will continue to work with the Confederation of Passenger Transport on the development of Bus for Us, an online portal for young people that provides details of bus operators, services, facilities, ticket types and discounts.	The Confederation of Passenger Transport (CPT) has continued to develop the BusForUs brand over the past year, broadening its focus from young people to bus users in general. In particular, they partnered with Greener Journeys during Catch The Bus Week in order to promote their services, and are currently developing a smartphone app to provide real time next stop announcements. The Department continues to provide encouragement to CPT as they improve the information available on all aspects of bus services.

## 2. Smart and integrated ticketing

**2.1 We will use smart technology to deliver seamless door-to-door journeys making it easier to use public transport.** We will help to deliver this through:

- Delivering the South East Flexible Ticketing Programme (SEFT);
- Using SEFT to take forward outcomes of the Rail Fares and Ticketing Review;
- Working with smartcard schemes to utilise existing smartcard infrastructures and encouraging interoperability;
- Publishing the multi-operator ticketing guidance;
- Piloting a Managed Service to help smaller bus operators;
- Encouraging the use of new technologies to make buying and using travel tickets easier.

### Delivering SEFT

Action	Progress
<p><b>2.2</b> Complete the £60m ITSO on Prestige (IoP) project, which will upgrade London's Oyster equipment.</p>	<p>This project is now complete. National rail smart cards and contactless payments are accepted in London with no impact to passengers using Oyster. Both Southern and c2c rail companies have launched season tickets on smart cards and London Travelcards. The South East Flexible Ticketing (SEFT) programme will bring smart ticketing to many more passengers travelling into and out of London in 2015.</p>
<p><b>2.3</b> Agree SEFT Deeds of Amendment with Train Operating Companies</p> <p><b>2.4</b> Begin roll out of SEFT on a route by route basis.</p>	<p>Three Deeds of Amendment to train operating company (TOC) franchise agreements, with c2c, South West Trains and Govia Thameslink Railway, have been signed. The Department is close to agreeing similar Deeds with the remainder of the TOCs in the South East. SEFT is already rolling out on c2c and further roll-outs are planned for 2015/16.</p>

## Improving ticket choice and enhancing existing smart ticketing systems

Action	Progress
<p><b>2.5</b> Take forward outcomes of the Rail Fares and Ticketing Review discussing potential trials for new ticket types with SEFT TOCs</p>	<p>We have invited the SEFT TOCs to submit expressions of interest in introducing carnet products. Evidence from research and analysis into pricing, customer preference and impact on operator revenues will be considered alongside evaluation from flexible schemes being implemented in the coming years. This work will start in late 2014 and is expected to report in 2017.</p>
<p><b>2.6</b> DfT to work with the nine largest cities in England (excluding London) through the Smart Cities Partnerships to support them in delivering and enhancing smart, integrated ticketing schemes.</p>	<p>Through the Smart Cities Partnership (SCP) we have successfully worked with the cities and operators to address cross-cutting barriers to going smart.</p> <p>Complementary packages of work make it easier to introduce standard smart products across England, with complexity and cost reduced.</p> <p>Through the efforts of SCP, the principal bus operators have committed to deliver smart multi-operator tickets in each of the nine cities in 2015.</p>
<p><b>2.7</b> Publish a review of the English National Concessionary Travel Scheme smartcard scheme, including a workplan setting out how we would like to work with local authorities and transport operators to help deliver the smart elements of ENCTS more efficiently.</p>	<p>The review of the smart elements of the England National Concessionary Travel Scheme (ENCTS) has been completed and has stimulated important new work that will deliver a more reliable technical framework. DfT chairs the ENCTS Working Group, which is made up of Travel Concession Authorities, bus operators, ITSO Ltd and others. The group has developed best practice guidance that will improve the management of local schemes by improving data collection and minimising fraud. This guidance is now available for local authorities and operators to use.</p>
<p><b>2.8</b> Ask local authorities and bus operators to consider offering travel discounts to all those aged 18 and under, not just to those in education.</p>	<p>The Department understands the important role played by affordable accessible local transport in helping young people access employment and training as well as education, and supports local government and the bus industry taking the lead in improving its existing offer.</p> <p>In addition to administering the statutory concession for older and disabled people Travel Concession Authorities have powers to introduce</p>

	<p>concessionary schemes fulfilling a need identified in their local area. They may choose, for instance, to introduce specific discounts for all people aged under eighteen, although this is ultimately a decision for authorities, based on their assessment of local funding priorities.</p>
<p><b>2.9</b> Work with local authorities, operators and ITSO to overcome both technical and commercial barriers to interoperability and to implement multi-operator ticketing schemes.</p>	<p>The Department works in partnership with local authorities, operators and ITSO Ltd through the ITSO Operational Advisory Group and the Smart Cities Partnership on an ongoing basis to achieve this aim (see 2.6).</p> <p>We are exploring the best way to allow smaller operators to offer smart multi-operator ticketing through managed service pilots with Norfolk County Council (authority-led – see 2.11) and in Brighton (operator-led). An alternative approach is being taken by operators in the popular Oxford Smartzone.</p> <p>Car clubs are increasingly collaborating with Local Transport Authorities to encourage take up amongst public transport users through smart ticketing. Examples are in Tyne &amp; Wear, Nottingham, Brighton and West Yorkshire.</p>

## Delivering more integrated tickets

Action	Progress
<p><b>2.10</b> Publish our Multi-Operator Ticketing Guidance and monitor the response of the market and consider next steps.</p>	<p>We published Multi-Operator Ticketing Guidance on 14 March 2013. All local authorities were directly contacted to advise them of publication. Further development of the guidance is being undertaken as part of the Smart Cities Partnership work (see 2.6).</p>
<p><b>2.11</b> Pilot for a managed service in Norfolk. If successful, the pilot could be scaled up.</p>	<p>The pilot of a managed service to help smaller bus operators benefit from smart ticketing is underway in Norfolk. The ‘holdall’ smart card was successfully launched on 28 March 2014 and the scheme went live on Norwich Park &amp; Ride on 14 April 2014. Passenger Focus is conducting research into the effects of the managed service for operators, passengers and other stakeholders, before during and after implementation to capture as much valuable information as possible.</p>

## Case Study - Solent Go

The Solent Go smart travelcard – partly funded through DfT’s Local Sustainable Transport Fund - launched in August 2014, meaning that commuters and travellers in South Hampshire can now buy a single smartcard for hop-on hop-off access to buses and ferries in the region.



Nine bus operators, four ferry operators and a hovercraft operator have all signed up to accept the new multi-modal, multi-operator travelcard.

The Solent Go travelcard has a fixed cost for unlimited bus travel across participating operators in the region. Two City Zone versions of Solent Go launched in November 2014 offer unlimited bus travel within Southampton or Portsmouth at a lower daily price.

A selection of ferry and hovercraft tickets can also be added, and Solent Transport are exploring options for adding regional rail travel to the smartcard in 2015. Users can also choose to sign up to access the City Car Club network using their Solent Go smartcard.

Solent Transport are also partnering with local employers, offering discounts for bulk-purchases of pre-paid Solent Go travelcards which employers can then pass on to their employees, making it cheaper and easier to get to work.

## Using new technologies

Action	Progress
<p><b>2.12</b> Include some smart ticketing requirements in all full-term newly competed rail franchises.</p>	<p>We have included appropriate smart ticketing provisions and clauses in new franchise competitions. To date these are the Thameslink, Southern &amp; Great Northern, Essex Thameside and East Coast franchises. This is in line with commitments made in the Rail Fares and Ticketing Review (October 2013). We will include appropriate requirements in the TransPennine Express and Northern franchises to ensure that smart ticketing can be rolled out in the north of England in a similar way to SEFT in the south east.</p>

<p><b>2.13</b> Encourage operators to consider dual-equipped machines that can read both ITSO smartcards and contactless bank cards</p>	<p>We continue to encourage operators to adopt machines that can read both ITSO smartcards and contactless bank cards. Schemes directly funded by DfT, for example SEFT (see 2.3, 2.4) and the Norfolk managed service pilot (see 2.11) specify readers that are compatible with contactless bank cards.</p>
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**Case Study – Centro**

Centro supports the Door to Door Strategy and has worked hard to roll out smartcard technology to passengers in the West Midlands under its Swift brand.

Swift customers can buy tickets online, from all eight Centro and National Express Travel Information Centres, and 250 Payzone outlets across the West Midlands.

Centro makes it easier for bus and tram operators within the West Midlands to accept smart tickets and has helped them to install smart ticket machines. These ticket machines are currently being used by around half a million concessionary passengers as well as a growing number of commercial customers. At the moment around 23% of all bus journeys in the region are made using smartcards.

A range of other products is also currently available:

**Swift Pay-as-you-go (PAYG):** Centro launched its Swift PAYG scheme in October 2012 on ten bus operators’ services allowing passengers to save up to 60p per journey compared to the cost of a standard adult fare.

**Adult nBus and National Express Faresaver:** nBus is the region’s multi-operator product. Passengers travelling just within Coventry save £120 per year as they don’t need to purchase the more expensive region wide ticket. For those travelling just within the Black Country, the saving is £78 per year.

**National Express Carnet Ticketing:** Centro has developed the functionality to enable National Express to issue carnets of smart day tickets so passengers can buy discounted day tickets in bulk. These products are proving popular amongst part time workers.

**Metro (Tram):** Centro has rolled out handheld readers for conductors on the Metro. These handhelds are currently used to validate concessionary travel passes and roughly 90,000 journeys are recorded in an average month.

<p><b>2.14</b> Consider new technologies, and how best to promote integrated ticketing, when reviewing the residual Bus Service Operator Grant and incentives in 2014.</p>	<p>We support the development of contactless payment. DfT facilitated the agreement between TfL and TOCs that saw contactless payment launched on 16 September as an alternative way of paying for Pay As You Go Oyster journeys in London.</p> <p>Ahead of the main review of the Bus Service Operator Grant (BSOG) we have drafted refinements to the wording of the existing smart incentive policy. The refined policy will be published in early 2015, with the aim of accelerating the delivery of smart multi-operator ticketing products.</p>
<p><b>2.15</b> Rail ticket and PLUSBUS delivered onto a single ITSO smartcard rolled out more widely as more stations and buses are equipped</p>	<p>The ability to provide wider availability of PLUSBUS on smartcards remains dependent whether the necessary infrastructure is available on both bus and rail in each location.</p> <p>In the meantime both Southeastern and Virgin Trains have now programmed all their self-service ticket vending machines at stations to offer customers PLUSBUS day tickets for their destination town. Arriva Trains Wales, Chiltern Railways and First Great Western are also currently working on achieving this in 2015.</p>

## 3. Improving connections

**3.1 We want reliable connections between different types of transport to give travellers the confidence to make multi-modal journeys. We will help to deliver this through:**

- Ensuring there are better connections between public transport modes;
- Encouraging transport providers to work together and to co-ordinate timetables;
- Investing in a high quality cycling and walking environment.

### Local connectivity

Action	Progress
<b>3.2</b> We will continue to work with local authorities to monitor delivery of schemes funded through the Local Authority Major Scheme Programme.	We continue to monitor delivery of LA major schemes. Within our current programme, 17 schemes are complete, 27 are under construction and 12 are still to reach full approval.

### Co-ordinating services

Action	Progress
<b>3.3</b> We will investigate how we can drive better connections – particularly at key interchange points – in rail and bus timetables.	Earlier research indicated that is a complex issue, but with reasonably high satisfaction levels, and evidence that rail and bus connectivity issues need to be addressed at a local level, we feel it would not be right for Government to intervene. This action is now closed.
<b>3.4</b> We will explore whether new technologies would speed up the transition time between the different rail and bus operating systems.	Traveline and rail industry colleagues will continue to consider new information services that could assist in the coordination of information between different operating systems. However the advent of information sharing technologies should continue to result in data being published and consumed far more frequently and in transferable formats, enabling disparate systems to be coordinated without the need for difficult systems and data integration.

<p><b>3.5</b> To improve co-ordination between bus services and connections with other modes we intend to devolve payment of the Bus Service Operators Grant (BSOG) to local transport authorities for all bus services run under contract to the local authority.</p> <p><b>3.6</b> We ran a consultation on the implementation of our bus proposals and will be publishing the results and guidance on how to apply to become a Better Bus Area early in 2013.</p>	<p>BSOG funding for the period January to March 2014 was devolved to local authorities in January 2014. A further years' worth of funding, covering the period April 2014 to March 2015, was then devolved to authorities in April 2014.</p> <p>Five new Better Bus Areas were created in 2013 in Nottingham, Sheffield, York, Merseyside and west of England. They will receive devolved commercial BSOG plus a government top up to invest in bus improvement measures.</p>
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## Developing a high-quality cycling and walking environment

<b>Action</b>	<b>Progress</b>
<p><b>3.7</b> We will continue to monitor delivery of all projects funded under the LSTF.</p>	<p>The second Annual Report on progress of projects funded continue to monitor through the Local Sustainable Transport Fund (LSTF) delivery of all projects was published in June 2014. This looks at projects delivering against five major themes:</p> <ul style="list-style-type: none"> <li>• Improving access to employment;</li> <li>• Boosting local economies;</li> <li>• Reducing carbon by changing the way we travel;</li> <li>• Increasing physical activity; and</li> <li>• Supporting access to education.</li> </ul> <p>Data for the third Annual Report has now being collected and is being analysed for publication in spring 2015. The Department has finalised plans for local authority-led case studies, which will help to fill evidence gaps as identified in the Monitoring and Evaluation Framework. All large projects have finalised their plans for reporting on outcomes, and the Department is in the process of undertaking an interim meta-analysis of the outcomes reports.</p>

## Case Study – Sheffield Cycle Hub

On 4 July 2014 Baroness Kramer, Minister of State for Transport, launched a new, state-of-the-art cycle hub at Sheffield station in time for the Tour de France coming to Sheffield 6 July.



The new cycle hub has been part-funded through the Department's cycle-rail grant and will offer 415 new cycles spaces, male and female changing rooms with shower facilities and air conditioning, extensive CCTV and secure 24 hour electronic access, and a cycle shop with bike hire.

The cycle hub will help support regional small businesses, with Russell's Cycles opening up at a fixed location, after operating a mobile cycle repair and valeting service at the station.

Future work within the cycle hub will include installing a smart-card system to allow a train season ticket, local bus/tram tickets and access to the cycle hub all via the one card. In addition, Sheffield City Council is working to expand the city's cycle route network to link into the station.

**3.8** We will be working with partners and local authorities to deliver cycle and pedestrian safety improvements.

On the 16 October we published our draft Cycling Delivery Plan for informal consultation. The Plan includes both proposals for encouraging cycling and walking and also measures for safety too. Measures include tackling the perceptions of safety, promoting cycle and pedestrian proofing of local roads, identifying best practice in cycle proofing, and reviewing the training needs of transport professionals in order to design infrastructure that works for cyclists and pedestrians.

Through the £20 million Cycle Safety Fund we are improving the design and layout of roads at 80 locations across England. In addition, the Highways Agency is spending up to £5 million in upgrades at 14 locations on the Strategic Road Network benefiting

	<p>cyclists, with work to be completed by March 2015. In November 2014 the Deputy Prime Minister announced a further £100 million to improve the conditions for cyclists and walkers alongside and crossing the Strategic Road Network.</p> <p>We continue to fund the eight cities and four National Parks that successfully bid for the £94 million of funding for Cycling Ambition Grants. In November 2014 the Deputy Prime Minister announced a further £114 million for the eight Cycling Ambition cities.</p> <p>Many of the bids for the Cycling Ambition Grants contain measures to make cycling safer including segregated infrastructure and lower speed limits. Manchester will also have a Cycle and Ride station located several miles from the city centre, allowing cyclists to leave their bikes and swap onto Metrolink or a local rail service for the last leg of their journey. All projects are now underway, with many starting to deliver on their objectives. For example, in Birmingham the first Brompton Dock station is now open, whilst in the South Downs, Ditchling Road, part of a new direct link from Brighton connecting a major population centre with the South Downs, was recently completed. Construction on all programmes is due to complete in 2015.</p>
<p><b>3.9</b> We will work with local partners to understand how best to make the new HS2 stations accessible to passengers including examining how to enable more passengers to get to stations by bike.</p>	<p>We want to ensure that HS2 stations will be accessible for passengers with bicycles and hope to be providing at least 2000 cycle spaces at Euston station.</p> <p>The ongoing Feasibility Study is looking at a broad range of options for improved cycling in the vicinity of HS2 including traffic free routes. A final report is due next spring.</p>
<p><b>3.10</b> We will continue to work with CRWG to oversee implementation of new cycle facilities at stations over the next year.</p>	<p>The Cycle Rail Working Group continue to monitor and oversee implementation of new cycle facilities at stations that are being funded through DfT, Network Rail and TfL. Many projects are completed and we have seen the addition of nearly 4,000 new cycle parking spaces and 450 hire bikes through DfT funding alone. This includes the opening of more state-of-the-art cycle hubs which have secure cycle parking along with cycle information, retail and repair facilities and changing facilities.</p> <p>We are running a competitive process for the £15m cycle-rail funding announced by Baroness Kramer on 4 July 2014. This funding will help to deliver additional</p>

	secure cycle facilities at stations and will help to meet the current demand for new and improved cycle parking. To date we have received over 100 bids and these schemes will see the number of cycle parking spaces at stations being tripled since 2010. We hope to announce the successful schemes in March 2015.
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## Delivering more accessible transport

<b>Action</b>	<b>Progress</b>
<p><b>3.11</b> We continue to seek improvements to access to and safety on public transport through the Accessibility Action Plan and implementation of bus/train vehicle accessibility regulations.</p>	<p>Following the publication of our interim annual report on DfT's Accessibility and Equality Action Plans in December 2013, we are now working towards publishing a full delivery report in January 2015. In the meantime, we continue to engage with stakeholders who are taking forward the various actions within the plans as follows:</p> <p>On vehicle accessibility regulations, over 9,100 rail vehicles are now in service that were built, or fully refurbished, to modern access standards. This is over half of the national fleet. According to the latest statistics released in September 2014, 84% of buses and coaches in England now meet Public Service Vehicle Accessibility Regulations and this figure continues to grow steadily.</p> <p>Following a review of Passenger Assist published in March 2014, train operating companies are continuing to consider the recommendations in the report and looking at ways to improve the system.</p> <p>The Department is conducting an independent review of the effectiveness of disability awareness training courses currently offered to bus staff. The Department will be publishing a summary of responses received in January 2015.</p> <p>Baroness Kramer launched The All Aboard technology competition on 24 November for improvements to on-board travel information on busses. Run by the Transport Systems Catapult on behalf of the Department, the competition challenges students aged 14 to 18 across the UK to come up with innovative solutions to make buses more accessible for people with visual or hearing impairments. Finalists will be invited to present their work at the Big Bang Fair 2015, where a panel of judges will decide on the competition winner.</p>

	<p>On 18th November, the government announced £14 million of investment at Langley, Taplow and Iwer stations to make all of the stations on the Crossrail project ‘step free’ thus making it easier for passengers to access Crossrail trains when they start running from these stations in 2019.</p> <p>The Department remains committed to amending restrictions on the weight limit for what are known in legislation as ‘invalid carriages’ (mobility scooters and powered wheelchairs) for those users whose clinical needs mean they require heavy equipment on their vehicle to meet medical and nursing requirements. DfT officials have drafted an amendment to the regulations, and are aiming to bring it into force in early 2015.</p> <p>An independent review of Mobility Centres was commissioned in April 2013. The report will look into options for funding arrangements past 2016 and will be ready for publication in January 2015.</p> <p>The Department commissioned RICA, research institute, to carry out an analysis of the mobility scooter market. The review was published in October 2014 and provides information on the size, growth and nature of the mobility scooter market as well as an understanding of user profiles, needs and experiences.</p> <p>Following the review of the Disabled Persons Transport Advisory Committee (DPTAC) in 2013, the Department has redefined the Committee’s scope and structure to make it more effective. In April 2014, the Department appointed 7 new members and re-appointed 5 existing ones on the Committee. On 6 November Keith Richards was appointed the new chair of DPTAC. These appointments strengthen DPTAC’s role in providing independent advice and challenging the government on transport issues for disabled people.</p>
<p><b>3.12</b> We will work closely with Carplus, and other organisations promoting non-private car use, to explore how we can encourage uptake of short term car rental models.</p>	<p>In July 2014 the Department announced a £500,000 fund to drive forward the work of car clubs through establishment of a development programme. Carplus (the national organisation for car clubs and 2+car sharing) is managing the programme which is funding four demonstration projects around England. In Norfolk we are promoting the expansion of the Norfolk Car Club into Norwich and across the Greater Norwich area</p>

	<p>by over 15 cars within 3 years. In Derby the grant is helping to establish a new car club which will make 10 city centre car club vehicles available to businesses and residents. And joint winners, the West Yorkshire Combined Authority and Nottingham City, are using the fund to develop integration between car clubs, trains, buses and trams using smart ticketing.</p> <p>The bulk of the funding is being directed to the development programme but because we wanted to promote access to car clubs throughout England the programme is also funding the kick start and expansion of car clubs in smaller towns and rural areas through the operation of a challenge fund. Projects being funded are;</p> <ul style="list-style-type: none"><li>• The Harbury Energy Initiative in Warwickshire who are receiving £18,000 to kick start an electric car club using renewable energy;</li><li>• The Blackhall Mill Community Association, County Durham is receiving £6,000 to research demand for car club electric vehicles;</li><li>• Frome Town Council, Somerset is receiving £16,264 to help set up a new car club;</li><li>• In Barnstaple, North Devon, £23,000 will be used to support Co-Cars Co-Operative launching a new car club;</li><li>• Bristol Community Transport received £5,410 to pilot a self-service wheelchair accessible vehicle through Bristol Car Club in conjunction with Co-wheels;</li><li>• South West Car Club Consortium will use £21,326 to merge Co-Cars and Flexicar and create a sustainable not-for-profit car club network in the Dorset and Devon area.</li></ul> <p>The Department, Carplus and partners such as ATOC, and Network Rail have been exploring ways of introducing car club bays at transport hubs such as rail stations.</p> <p>We have also continued to fund car clubs and 2+ car sharing through the Local Sustainable Transport Fund.</p>
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## 4. Enhancing transport facilities

**4.1 We want transport facilities to be safe, comfortable and easily accessible, so they meet the needs of passengers.** We will help to deliver this through:

- Ensuring our investments at transport hubs deliver high-quality facilities;
- Working with transport providers to make sure interchange facilities meet customer needs;
- Ensuring the future needs of society are considered at the outset.

### Delivering high-quality station and interchange facilities

Action	Progress
<p><b>4.2</b> We will continue investing in the railway to improve passengers' journeys and support our economy including overseeing delivery of the £20m New Stations Fund.</p>	<p>DfT is working with promoters to deliver schemes across the country. Five projects are currently part of the New Stations Fund:-</p> <ul style="list-style-type: none"> <li>• Ilkeston;</li> <li>• Newcourt, Devon;</li> <li>• Pye Corner, Wales;</li> <li>• Lea Bridge, East London; and</li> <li>• Kenilworth.</li> </ul> <p>The Pye Corner and Newcourt projects have entered construction phase for start of train services in December 2014/early 2015. The Ilkeston and Lea Bridge projects are in design stage with delivery expected in 2015. The Kenilworth project is being developed for delivery in December 2016.</p>

<p><b>4.3</b> We are looking at how stations are managed to make sure there is the right balance of incentives between Network Rail and train operators.</p>	<p>DfT are working with key industry bodies such as the Rail Delivery Group and the Station Strategy Group to optimise long term franchise outcomes more efficiently and focus on building the customer experience from the start.</p> <p>Continuing with the franchising programme and the issuing of the first Invitation to Tender for the Thameslink Southern and Great Northern and Essex Thameside, the Intercity East Coast ITT</p>
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	<p>requires a Franchise Operator to improve the door to door journey experience for its customers, in line with the Door to Door Strategy. We will be including obligations in the TransPennine Express and Northern Franchise Competitions</p> <p>This supports one of the key franchise objectives of delivering sustainable, long term socio-economic benefits for local communities and the wider UK economy. This includes supporting economic growth and the delivery of wider government policies including social inclusion, accessibility for all and growth in transport integration.</p>
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## Supporting multi-modal travel

Action	Progress
<p><b>4.4</b> We will continue to encourage local transport authorities to consider integration with local planning authorities when they are drawing up their local plans.</p>	<p>We continue to advise and support Local Planning Authorities and Highway Authorities when they are drawing up their plans. A new guidance in the planning policy suite 'Transport Evidence Base and Local Plan Making' has recently been published on the DCLG planning portal to support this work.</p> <p>We are also working with the Local Enterprise Partnerships in delivering their Strategic Economic Plans so that planned growth is delivered with the most appropriate transport measures in place and by encouraging the use of sustainable transport modes.</p>

## Aligning transport planning with future needs

Action	Progress
<p><b>4.5</b> We are reviewing the Department for Transport Travel Plan guidance to support developers and local planning authorities in designing, monitoring and evaluating travel plans to develop best practice.</p>	<p>The DfT guidance on travel planning for new developments has now been incorporated into the new planning policy guidance published earlier this year. This action is now completed.</p>

## 5. Conclusion

- 5.1** There are many different and varying strands of work being taken forward that help improve door-to-door journeys made by sustainable transport. Not just across Government, but we recognise that transport providers and local authorities have implemented schemes that go towards meeting the aims of the Door to Door Strategy.
- 5.2** The competition for revenue funding for the Local Sustainable Transport Fund 15/16 had a strategic objective of meeting the principals in the Door to Door Strategy. The successful schemes will be further great examples of initiatives that help to improve connectivity and make it easier for people to make greener travel choices.
- 5.3** With this in mind, the Department is reviewing its communications on the door-to-door agenda, with a view to revising our current progress reports for a more interactive and proactive communication tool. This update to the Action Plan has outlined further progress made against the commitments in the Door to Door Strategy, and we recognise the need to go wider than this.
- 5.4** The Action Plans have met the Department's commitment to publish regular updates on progress toward delivering the strategy during the course of this Parliament. They have provided a helpful and transparent picture of where activity has been directed over the last 22 months. But we recognise that there is still much more to be done to achieve our vision. Whilst progress has been made in making individual transport modes accessible, more work needs to take place to integrate accessible journey choices between transport modes. This includes improving facilities at interchange points and also building accessible pedestrian routes between key transport hubs. This should help to achieve a return on investment and deliver better whole journey solutions.
- 5.5** The principals behind the door-to-door strategy remain a priority for Government so we will continue to engage with stakeholders, and in particular those organisations that have endorsed this Action Plan, as they have the necessary expertise, knowledge and capability to deliver improvements to the door-to-door journey. But we will be looking to widen this group to help facilitate effective partnership working that will see further enhancements to sustainable transport connectivity.